

Rethink digital health for your provider and member network



Building a digital path to enhance the provider and member experience

As payers rallied to help providers and members in response to the pandemic, established practices received a makeover. More virtual care services were created almost overnight.

[Digital innovation](#) accelerated. Now, in this increasingly complex healthcare world, payers face continual change and questions about new and existing treatments or other concerns as patient expectations and demands on provider networks continue to increase.

Moving forward, we've identified **three areas** where you will want to [Rethink](#) the way you operate to create a highly effective and resilient payer organization.

1. Empower clinicians

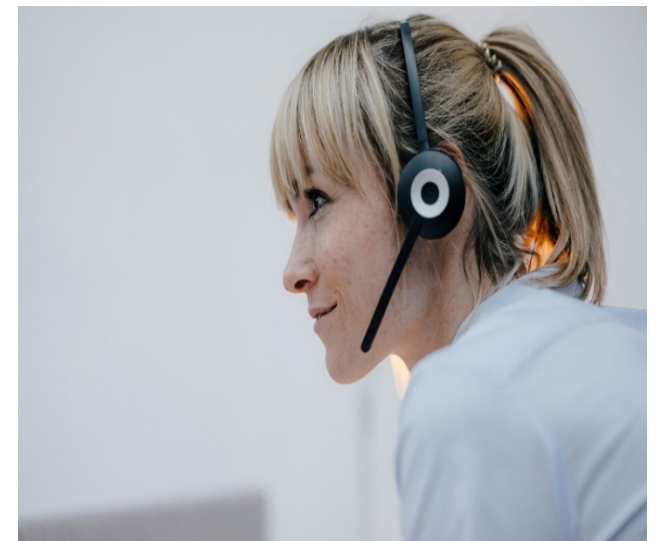
Network providers can more efficiently and quickly provide the best care when they have the tools and resources to address their patients' needs. When these are not available, it becomes difficult for doctors and care teams to keep pace with demand. Burnout is often the result. Clinician burnout affects productivity, member experience and perhaps even outcomes.

[Clinician burnout is an issue according to 96% of medical professionals](#) and [too many bureaucratic tasks are among the top reasons](#).

How can you reduce clinician burnout and empower healthcare providers and care teams to work together as efficiently as possible?

We offer the latest in digital technologies and intelligent automation, putting people first, to help reduce the workload and create a more personalized care experience. We do this with virtual solutions and advanced data-driven tools customized for healthcare.

Read how [BUPA](#) a large health insurance company partnered with Avanade to empower call center representatives with immediate access to member information.



Rethink to renew and grow

2. Create agile member networks

Members are demanding convenience, secure access to their medical records, quality control and transparency. They expect rich virtual care, flexibility on when and who cares for them, and the ability to shop for services.

In fact, [60% of people](#) want to use technology and digital tools and communication to own and manage their personal health and wellness journey.

So how do you transform processes to help payers be more agile in response to member needs and improve the care experience?

We offer innovative solutions to help you adopt virtual care models and tools, diversify services for new growth and engage patients and members.

[NHSmail](#) needed to keep care teams connected from remote locations. NHS rapidly implemented Microsoft Teams for all 1.2 million users of NHSmail within a period of seven days.

3. Enhance organizational resiliency

[Cloud computing](#) has offered a fast path to effectively harness clinical and operational data with a modern infrastructure to deliver enhanced insights and create a more resilient payer organization.

Due to the pandemic, many healthcare organizations have accelerated their move to the cloud to accommodate new digital technologies and virtual care services. In fact, [88% of healthcare organizations](#) have accelerated spending on cloud migration.

How do you now take advantage of the cloud to create a strong foundation for growth and resiliency?

We provide solutions to help you quickly respond to variable work demands, integrate data resources needed to inform care decisions and unlock the value of the [Microsoft Cloud for Healthcare](#) within a secure framework.

[Kaiser Permanente](#), one of the largest US not for profit health plans, accelerates its use of cloud to better serve members and expand digital options.

Rethink the provider and member experience with Avanade

Avanade is the leading partner for implementing Microsoft solutions. We have been recognized as the [2021 Global Alliance SI Partner](#) for the 16th consecutive year.

With more Microsoft certified professionals than any other partner, Avanade has a global [health and life sciences](#) practice of over 1,000 technical, functional and organizational change professionals, supported by Accenture health strategists and consultants, serving healthcare providers, payers and life sciences organizations.

A major Microsoft aligned focus is the [Industry Cloud](#). We're leading the co-innovating of a new generation of solutions designed to help our clients create a future resilient payer organization.

Contact us today

Help renew and grow your organization with the best solutions that address your health plan challenges.

Visit www.avanade.com/health for more details.

